

Contacts&Q/A

Based on Helpful Contacts - Question List By Organization

Organization Name	Question
1-800-MEDICARE	General Medicare information, ordering Medicare booklets, and information about health plans.
A/B MAC -- A/B Medicare Administrative Contractor	Part A and B bills and services, hospital care, skilled nursing care, and fraud.
Accreditation Association for Ambulatory Health Care	Finding out if urgent care centers and ambulatory surgical centers are accredited or not.
Agency for Healthcare Research and Quality (AHRQ)	Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."
American Association for Accreditation of Ambulatory Surgical Facilities	Finding out if an ambulatory surgical center is accredited or not.
American Association of	Educational materials for people with kidney disease.

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Topic Name

General Medicare Information

Billing Medicare

Quality of Care/Complaints

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Kidney Patients	
American Board of Medical Specialties	Finding out if a doctor is board certified.
American Cancer Society	Finding information on cancer.
American Heart Association	Finding information on heart disease.
American Hospital Association	Finding a voluntary list of patients' rights in a hospital.
American Kidney Fund	Financial assistance and educational materials for people with kidney disease.
American Self-Help Clearinghouse	Finding specific health support groups in your area.
Carrier	Part B bills and services.
Center for Health Dispute Resolution (CHDR)	Requesting external reviews of Medicare managed care denials.

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CHIP -- Children's Health Insurance Program	Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.
CHIP -- Insure Kids Now	Free or low-cost health insurance that is available in my state for uninsured children under age 19.
CMS RO - Centers for Medicare & Medicaid Services Regional Office	Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.
College of American Pathologists	Finding out if the lab where your blood tests are sent is accredited or not.
Department of Defense	Whether I qualify for military retiree health care benefits.
Department of Veterans Affairs	VA medical benefits.
DME MAC -- Durable Medical Equipment	Bills for durable medical equipment and a list of approved suppliers of this equipment.

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Medicare

Administrative

Contractor

DME PSC -- Bills for durable medical equipment and a list of approved suppliers of this equipment.

Durable

Medical

Equipment

Program

Safeguard

Contractors

Eldercare

Location

Finding necessary and convenient services that serve the elderly in their community.

ESRD -- End-

Stage Renal

Disease

Networks

Where to submit a complaint about the quality of care I received from my kidney dialysis facility.

ESRD State

Survey

Agency

Complaints about the quality of care in dialysis facilities.

Federal Black

Lung Program

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Fiscal

Intermediary

Part A bills and services, hospital care, skilled nursing care, and fraud.

Home Health

Agency

Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury.

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HUD -- U.S. Department of Housing	Information and services about homes and communities for citizens and for HUD's current and potential home buyers.
Internal Revenue Service	Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Finding out if your health care organization is accredited or not.
Medicaid - Report Fraud	Report Medicaid fraud and abuse.
Medicare Coordination of Benefits Contractor	Medicare Secondary Payer, and who pays first.
National Cancer Institute's Cancer Information Service	Information on cancer treatments, clinical trials, alternative medicine, coping with side effects, and other cancer related information.
National	Discussing health concerns, medicines, and other issues important to older people.

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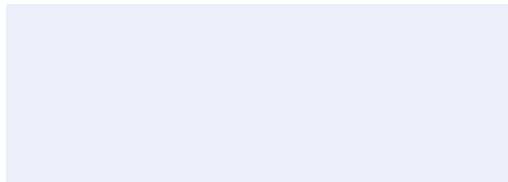
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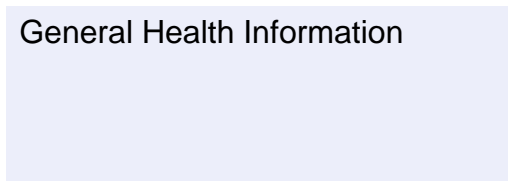
Institute on Aging Information Center	
National Kidney and Urologic Diseases Information	Educational materials for people with kidney disease.
National Kidney Foundation, Inc.	Support groups and educational materials for people with kidney disease.
Nursing Home State Survey Agency	Where to submit a complaint about the quality of life or quality of care inside a nursing home.
Office for Civil Rights	Submitting a complaint about discrimination.
Office of Personnel Management	Claims and other issues for retired federal employees and their dependents/survivors.
OIG (DHHS) -- Office of the Inspector General (Department	Reporting fraud.

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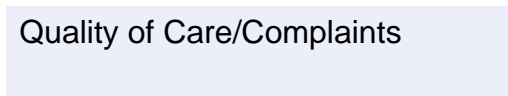
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of Health and Human Services)	
Ombudsman	Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families.
Partners	Which organizations and agencies that have a common interest in improving the lives of those who receive benefits from CMS and working together to achieve this goal.
Prescription Drug Information	Gives information about how to save money on prescriptions through pharmacies, insurance, community agencies, and assistance programs from drug manufacturers. Pharmacists also counsel patients about the right way to take medications.
Primary Care Association	Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.
QIO -- Quality Improvement Organization (formerly PRO - Peer Review Organization)	Complaints about quality of care, and filing an appeal or complaint.
RHHI -- Regional Home Health Intermediary	Home health, hospice care, and fraud.
RRB Carrier - Railroad Retirement	(For Railroad Retirement beneficiaries only) - Part B bills and services.

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Board Carrier

RRB -- (For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

Railroad
Retirement
Board

SHIP -- State Health Insurance Assistance Program Medigap policies, long-term care insurance, Medicare health plan choices, Medicare rights and protections, and help with filing an appeal.

SHIP -- State
Health
Insurance
Assistance
Program

SSA -- Social Security Administration Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

SSA -- Social
Security
Administration

State Department of Insurance Medigap policies available in my area, and insurance questions.

State
Department of
Insurance

State Health Departments Health based programs and services.

State Health
Departments

State Hospice Organization To find a hospice program in my area.

State Hospice
Organization

State Medical Assistance Office Low-income programs (such as Medicaid) to help pay medical bills.

State Medical
Assistance
Office

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